
OLR Bill Analysis

sHB 5072

AN ACT CONCERNING AUTOMOTIVE GLASS WORK.

SUMMARY:

This bill requires initial communications between a glass claims representative or a third-party claims administrator of an insurance company doing business in Connecticut and the company's insured about automotive glass works or products to inform the insured about his or her right to choose where to have the work done.

It extends a ban on steering by automobile physical damage appraisers. By law, they cannot require or prohibit automotive appraisals or repairs to be performed in or by a specified facility or repair shop. The bill extends this prohibition to glass work performed by a glass shop.

The bill bars insurance companies or their representatives from steering an insured to a licensed glass shop owned by the company, claims administrator, or their parent company, unless they provide the insured with the name of at least one other shop in the area where the glass work is to be performed. Steering occurs when the claims representative or administrator gives the name of, or directs an insured to, a particular glass shop, or schedules an appointment with it for the insured. The ban applies to insurance companies and their claims representatives and third-party claims administrators.

It also bars insurance companies or their representatives from (1) specifying who an insured uses for automotive glass work or (2) stating that glass work will either be delayed or not guaranteed unless performed by a glass shop participating in an insurance company-established glass work program. Current law bars similar activities with respect to glass replacement, repair services, or products. The

bans apply to insurance companies and their third-party claims administrators, agents, and adjusters.

EFFECTIVE DATE: January 1, 2014

AUTOMOTIVE GLASS WORK

The bill requires that a glass claims representative for an insurance company or its third-party claims administrator, in the initial contact with an insured about automotive glass repair services or glass products, tell the insured something substantially similar to: "You have the right to choose a licensed glass shop where the damage to your motor vehicle will be repaired. If you have a preference, please let us know." By law, appraisals and estimates for physical damage claims written on behalf of insurers must have a written notice telling the insured that he or she has the right to choose the shop where the damage will be repaired (CGS § 38a-354).

COMMITTEE ACTION

Insurance and Real Estate Committee

Joint Favorable Substitute

Yea 16 Nay 3 (2/14/2013)